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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING  
FOR CALL CENTERS"

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

) Group Art Unit: 2645

) Examiner: Anwah, Olisa

) AMENDMENT AND RESPONSE

"EXPRESS MAIL" MAILING LABEL NO: EV368035655US  
DATE OF DEPOSIT: 2/25/04 2/25/04

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS  
BEING DEPOSITED WITH THE UNITED STATES POSTAL  
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ABOVE AND IS ADDRESSED TO THE COMMISSIONER FOR  
PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: *Amy Duarte*

Dear Sir:

INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of December 1, 2003. Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any such fees deemed necessary to Deposit Account No. 50-1602.

RECEIVED

MAR 02 2004

Technology Center 2600